



**Fujitsu Services ( Pathway) Ltd / Post Office Ltd Interface  
Agreement for Operational Business Change - Product**  
**FUJITSU RESTRICTED (COMMERCIAL IN CONFIDENCE)**



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**Document Title:** Fujitsu Services / Post Office Ltd Interface Agreement for Operational Business Change - Reference Data

**Document Type:** Interface Agreement

**Release:** Release Independent

**Abstract:** This Interface Agreement defines for the HNG-X System the requirement, the service solution and the obligations of Post Office Ltd and Fujitsu Services for delivering Operational Business Change – Reference Data.

**Document Status:** Approved

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## 0 Document Control

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## 0.2 Document History

Version No.	Date	Reason for Issue	Associated CCN No.
10.0	20/12/2002	Updated for Contract Amendment agreed by both Parties	
10.1	17/02/2003	Updated to include Debit Card Service, Branch Change, changing core to non-core	
10.2	08/07/2003	Update to include changes agreed in relation to release of data. Addition of Mails information	
10.3	21/10/2003	Update following comments Change to volumes for Network Reinvention (section 7.3)	
11.0	27/11/2003	Approved version	
11.1		Internal version not issued for review	
11.2	01/07/2005	Changes for S70 and S80	
12.0	24/08/2005	Approved version (withdrawn)	
12.1	21/10/2005	Incorporate comments missed from v 12	
12.2	20/12/2005	Incorporate comments from 12.1 review	
13.0	22/02/2006	Approved version	
13.1	27/02/2007	Amend aspects of authorisation for APOP/ADC changes Amend Post Office Ltd team names Amend references to contract appendices	
13.2	14/05/2007	Following comments on V13.1	
13.3	26/06/2007	Following comments on V13.2	
14.0	17/07/2007	Approved version	
14.1	07/04/2010	Changes for HNG-X – CP4143	
15.0	03/06/2010	Approved version	
15.1	28/2/2011	Updated to remove references to Horizon	
15.2	20/5/2011	Add specific detail for PAF data	
16.0	08/06/2011	Approved Version	
16.1	16/08/2013	Updated to reflect changes to the Reference Data Management Service: Service Description v2.2.	
17.0	06/09/2013	Approved version	CCN1348

## 0.3 Review Details



Fujitsu Services ( Pathway) Ltd / Post Office Ltd Interface  
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Review Comments by :	n/a
Review Comments to :	Originator & Document Management

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<i>Issued for Information – Please restrict this distribution list to a minimum</i>	

( \* ) = Reviewers that returned comments

## 0.4 Associated Documents

Please see library for details of latest versions of documents.

	Reference	Vers	Date	Title	Source
1.	SVM/SDM/PRO/0027			Process for Operational Business Change - Reference Data	Fujitsu Services
2.	RD/CCL/001			Reference Data Change Catalogue (RDCC) which is composed of RD/CCL/001 with appendices which use the same number series.	Fujitsu Services
3.	RDP/AIS/014			Application Interface Specification Reference Data to Fujitsu Services Limited	Post Office Ltd
4.	RDP/AIS/011			Application Interface Specification Reference Data to Pathway Type B Data for CSR+	



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5.	CS/PRD/048			Changing Reference Data to Tight Timescales	
6.	SVM/SDM/STD/0001			Fujitsu Services / Post Office Ltd Operational Business Change – HNG-X Branch Interface Agreement	Fujitsu Services
7.	RDS/OLA/001			Reference Data – Post Office Ltd / Pathway Operational Level Agreement	Post Office Ltd
8.	PON/OSG/OLA/001			PON OSG / ICL Pathway Operational Level Agreement	Post Office Ltd
9.	OSG/OPS/001			Operational Business Change Product Verification Procedures	Post Office Ltd
10.	SVM/SDM/SD/0007			Service Management Service: Service Description	Fujitsu Services
11.	CS/PRD/028			Process for Changing Menu Hierarchies and Icons	Fujitsu Services
12.	Intentionally empty				
13.	CS/PRD/108			Conventions for naming of Operational Business Change Reference Data	Fujitsu Services
14.	DES/GEN/SPE/0010			HNG-X Banking, Debit Card and ETopUp Receipts and Texts	Fujitsu Services
15.	DES/GEN/SPE/0011			HNG-X AP and ADC Receipts	Fujitsu Services
16.	SVM/SDM/SD/0013	2.2		Reference Data Management Service: Service Description	Fujitsu Services

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

## 0.5 Abbreviations/Definitions

The text in the remainder of this document uses the abbreviations and definitions shown below. They are not intended to be definitive in any other contractual context.

Abbreviation	Definition
ADC	Advanced Data Capture – see also AP-ADC
Adow	Any day of the week, as opposed to working weekdays.
Advanced Change	Product and Branch Business changes available through the OBC processes that require a notice of change to be delivered to Fujitsu Services before implementation. In the case of Product Change they may or may not be supported by Reference Data files from Post Office Ltd. Advanced Changes are subdivided into Complex, Complex Extended, Standard, Simple or AP. (see section 4.2).
Advanced Complex Change	Product Change that requires advance notice to be given to Fujitsu Services in order for Type C Reference Data to be created.
Advanced Complex	Product Change that requires advance notice to be given to Fujitsu Services in order for Type C Reference Data to be created, also requires additional



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Extended Change	validation/verification above that needed for Advanced Complex Change
Advanced Simple Change	Product Change that requires advanced notice to be given to Fujitsu Services, where the additional activities required can be carried out after the OBC has been released and therefore do not extend the lead-time for that OBC.
Advanced Standard Change	Product Change that requires advanced notice to be given to Fujitsu Services, where the additional activities required do extend the lead-time for that OBC, but the change does not require Type C Reference Data.
After the event changes	Changes which need to be made to complete an OBC, but are not needed before the release of the OBC e.g. documentation updates.
Agreed Release Date	For each delivery of Reference Data that is to be released to the live estate Post Office and Fujitsu Services shall agree a release date (the <b>"Agreed Release Date"</b> ) which shall be in accordance with the principles defined in section 10.1 of this document and is the date on which Fujitsu Services initiates the release of that Reference Data to the live estate
Amendment file	A file containing records changing previously received Reference Data which is still being processed – must be released with the original file.
AP	Automated Payments
AP-ADC	Automated Payments – Advanced Data Capture – additional facility added in S60
APOP	Automated Payments Out Payments – This is an HNG-X service and also the collective name for one or more databases that provide data for the service.  The name is also used as a generic term for any transaction which includes the ADC data type of Generic Online, even if the transaction doesn't specifically use the APOP database (e.g. Moneygram)
APOP/ADC change	Any Reference Data change which amends data within the APOP database or ADC transaction flow the result of which may result in changes to: <ul style="list-style-type: none"> <li>➤ Screen interactions with the counter staff</li> <li>➤ Data harvested and transmitted to Post Office Ltd clients</li> </ul> Note: this includes any data delivered into the APOP database whatever the source of that data (e.g. EDG files)
Authorisation Date	Post Office shall be responsible for final validation and authorisation of Post Office supplied Reference Data, the date of such authorisation being referred to as the "Authorisation Date".
Authorisation Form	A document that is sent from Post Office Ltd to Fujitsu Services to say the following for the named Product Change OBC. <ul style="list-style-type: none"> <li>• The Verification Report has been checked.</li> <li>• The Verification Counters have been tested and: <ul style="list-style-type: none"> <li>➤ The <b>Identity</b> and <b>Name</b> of the Business Test performed to verify the changes,</li> <li>➤ The <b>Date</b> and <b>Time</b> the Business Test was conducted,</li> <li>➤ The <b>Name</b> of the person who conducted the Business Test,</li> <li>➤ The <b>Conclusion</b> of the Business Test, whether <b>Pass</b> or <b>Fail</b>, <ul style="list-style-type: none"> <li>• If Fail, the <b>Failure Reason</b> and <b>Mitigating Action</b></li> <li>• If Pass, indicate whether the <b>Comparison Report</b> had been checked</li> </ul> </li> </ul> </li> </ul>



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	<p>• <b>Yes or No.</b></p> <p>For Product change the form provides the notice of authorisation.</p> <p>Branch Change is now pre-Authorised</p>
Authorisation	<p>The Authorisation process results in Fujitsu Services being directed by Post Office Ltd to implement in the live estate those authorised Reference Data changes that are covered by the notice of authorisation.</p> <p>Authorisation is an assertion by Post Office Ltd that they have diligently and conscientiously performed the specified Business Tests as defined in Post Office document OSG/OPS/001 – Operational Business Change Product Verification Procedures, and that within the bounds of the specified tests the results indicate that the effects of the authorised Reference Data change is the effect that Post Office Ltd intended.</p> <p>It is also an assertion that Post Office Ltd have followed the prescribed processes for amendments to APOP/ADC changes as described in section 9</p> <p>Fujitsu Services is responsible for ensuring that all other effects on the system, other than those for which Post Office Ltd has specific responsibility, are consistent with the stated requirement.</p> <p>Each party accepts responsibility for those aspects of a change for which it has responsibility to test.</p> <p>The notice of authorisation shall be communicated via an e-mail detailing which changes are authorised.</p> <p>N.B. Certain types of change are pre-authorised and may be implemented to the live estate by Fujitsu Services without any further notification by Post Office Ltd.</p>
Authorised Change	An OBC which has passed through the Authorisation process and has been authorised.
Basic Change	Product Changes available through the OBC processes that DO NOT require a notice of change to be delivered to Fujitsu Services. Currently Basic Changes always consist of Class 1 Reference Data.
BAU	Business As Usual. Processes within Post Office Ltd that occur regardless of whether the HNG-X system is in use.
BCR	Business Change Request (referred to in Post Office Ltd as “Change Control Number”). A unique identification number for an OBC.
Branch	Term used to refer to individual post offices. Replaces the formerly used term “outlet”.
Branch Changes	Changes to Branch information available through the HNG-X system implemented wholly, or in part, through changes to Reference Data
Branch Code	An alternative name for FAD Code. FAD Code appears in many documents and references in older databases. In the HNG-X environment Branch Code is more commonly used
BRDB	Branch Database
Business Tests	<p>Tests used by Post Office Ltd to ensure a Product change seen on the Verification Counter and/or described in the Verification and Comparison reports meets the requirement.</p> <p>Where Business Tests fail to identify problems that were apparent at the time the tests</p>



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	were carried out, the specified tests will be improved by joint review and change control.
CCD	Contract Controlled Document
CCN	Change Control Note as defined in the Contract.
CCN	Change Control Number (referred to in Fujitsu Services as "Business Change Request").
Change Type	For example, Basic Pure, Advanced Simple, Advanced Complex, AP etc.
Chip & PIN	Technology used on bank cards
Class 1	Class 1 Reference Data is the subset of data items which have no impact on any other part of the HNG-X system and changes containing only Class 1 Reference Data (Basic Changes) can be implemented by Fujitsu Services without advance notice. Class 1 data is subsetting into HD, HR and Pure.
Comparison Report	The output from Fujitsu Services software tool which is used for identifying the changes that have occurred on an HNG-X counter. It provides information to Post Office Ltd for verification purposes. Also see Delta Report.
CR	Change Request as defined in the Contract
CSR+	Core System Release Plus
CTO	Client Take-On (AP)
DCS	Debit Card Service
Delta Report	<p>The output from Fujitsu Services HNG-X database which identifies changes to be implemented to the HNG-X counter reference data. It provides information to Post Office Ltd for verification purposes.</p> <p>For the purposes of brevity, where a Comparison Report is produced it should be assumed that a Delta Report will also be made available.</p> <p>Delta reports are made available to Post Office Ltd for verification purposes from both the RDT rig and the Live environment.</p> <p>Also see Comparison Report.</p>
Deviation to the service	A single instance of an agreed variation to the workload which falls outside of specified levels.
Effective Date	<p>The date on which any Reference Data is required to be effective on counters in the live estate.</p> <p>Note: Type A, B and C Reference Data has an attribute 'Start Date', Type X Reference Data has an attribute of Effective Date. In many instances this is the date on which this data is to become effective at the counter however there are occasions where the 'Start Date' or 'Effective Date' is the date on which the Reference Data is keyed or there may be a need to have the data effective later than this date</p>
EMV	'Europay Mastercard Visa' (The Europay-Mastercard-Visa specifications for chip-based payment cards. EMV part 1 corresponds with (and generally conforms with) ISO 7816 parts 1-5; the other parts of the specification cover the details of a standard credit/debit application and the requirements for terminals).
Error	A part of a change that does not meet the requirement or specifications, whether Reference Data definitions, file format, milestones, delivery route or other aspect of the OBC processes. (see also Pre-Live Incident Management)
Error correction	A file containing records for the purpose of correcting errors to previously received



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file	Reference Data which is still being processed-must be released with the original file.
Exception	A change that falls outside of the agreed levels e.g. to lead-times or volumes and is not a 'Deviation to the service'.
FJS	Fujitsu Services
FAD Code	Unique identity for a branch, referred to as Branch Code within Post Office Ltd however extensively used within the HNG-X system and therefore used within much of the documentation
HD (Basic)	Reference Data changes are 'HD' when the change is relevant in Fujitsu Services only to the HelpDesk e.g. telephone number.
HNG-X	The system which replaces Horizon
Horizon Online	The name often used within Post Office Ltd for HNG-X
HR (Basic)	Reference Data changes are 'HR – High Risk' when verification is required by Post Office Ltd (but are not subject to advanced notification).
HSD	Fujitsu Services Horizon Service Desk.
IMPACT	Improved <u>accounting</u> – project name for introduction of new POL financial systems at S80
Interface Agreement	This document (except where the Interface Agreement for Branch is specifically referred to, then see SVM/SDM/STD/0001 – Fujitsu Services / Post Office Ltd Operational Business Change – HNG-X Branch Interface Agreement).
Live Fix	A change to Reference Data to correct a Live Incident
Live Incident	The occurrence of an incident, which relates to the live environment and is recorded on the Fujitsu Services HSD and / or the Post Office Ltd NBSC help desks.
MDM	Post Office Master Data Management system – replaces RDS
Migration Special	See section 4.2.3.2 for the definition.
MIS	Management Information System
NBS	Network Banking Service
NBSC	Post Office Ltd Network Business Support Centre.
NBX	Network Banking eXchange
NSS	Network Support Services, Post Office Ltd.  (formerly known as Business Service Management When it included the Change Implementation Team, formerly known as the Service Provision Team or OSG.)
NWB	Network Banking
OBC	Operational Business Change.  Any change, usually supported by Reference Data changes, that is implemented through the OBC process e.g. Advance and Basic Changes, excluding changes specifically required to implement software changes.
OBC forms	Electronic Forms used to interchange information relating to OBCs between Post Office Ltd and Fujitsu Services e.g. OBC 2.
OLA	Operational Level Agreement
OSG	Former acronym of POLRDT (Bracknell) – still commonly used



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Outlet	Term formerly used to refer to individual post offices. Now replaced by the term "branch".
PAF	Post Office Address File
Pathway	Fujitsu Services (Pathway) Ltd – no longer used contractually but still may appear within systems and documentation
Peak	An incident recording system used within Fujitsu Services (previously called PinICL)
PLU	Product Look Up
PM	Postmaster
POCL	Post Office Counters Limited – the former name of PON.
POL	Post Office Ltd – name which supersedes POCL and PON
POLRDT	Post Office Ltd Reference Data Team (Bracknell & Chesterfield) responsible for the supply and keying of Reference Data from POL to Fujitsu Services
Postal Services	Part of the counter application which provides the ability to calculate costs and services when items are posted
Postcomm	The Postal Services Commission, that is the Government appointed regulator for postal services
Pre-authorized change	A pre-authorized change is a Reference Data change that by agreement (see section 3.4 for Branch and section 4 for Product) does not require verification by Post Office Ltd and can be released by Fujitsu Services without additional notification from Post Office Ltd over and above the delivery of a conformant file.
Pre-live Incident Management	The occurrence and resolution of an incident, which is observed during Reference Data processing and validation before release to the live environment, and is recorded on an Incident Management System (Peak) operated by Fujitsu Services.
Product Changes	Changes to the products or appearance of products available through the HNG-X system implemented wholly or in part, through changes to Reference Data.
Pure (Basic)	When used in reference to a Reference Data Change 'Pure' indicates Reference Data which is considered to be of low risk to business integrity.
RDCC	Reference Data Change Catalogue (including Business Rules)
RDMC	Fujitsu Services Reference Data Management Centre
RDORF	Reference Data Operational Review Forum
RDP	Post Office Ltd Reference Data Project
RDS	Post Office Ltd Reference Data System – replaced by MDM
RDT	Fujitsu Services Reference Data Test rig
Release Day	The day on which Reference Data is Released to the live system.
Released to the live system	Reference Data released by Fujitsu Services into the TMS agent. The end point for the process defined in this document. The SLT (see section 3.2) covers the delivery of Reference Data to the branches.
REM	Remittance
Required Date	The date on the OBC form (Advanced Changes) that specifies when the change needs to be available at the branches. Normally this is the same as, or earlier than, the Start Date. (see also, Effective Date.)



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RM	Fujitsu Services Release Management
SEPT (Central)	Security Equipment and Projects Team – Central Administration (formerly NIST and NIET)
SLT	Service Level Target as defined in the Contract
SSC	SSC Software Support Centre. 3rd line application support & Reference Data Service.
Start Date	The earliest date specified within any record within any file of Reference Data for a particular OBC. The Start Date is sent to the HNG-X counters as Effective Date (with no time element) and is used to determine when the functionality comes into effect. This date should always be a future date when taking into account lead times. (see also Effective Date & Required Date.)
TMS	Transaction Management Service.
Type A	Data transmitted electronically from MDM to RDMC over an automated interface.
Type B	Data transmitted electronically from Post Office Ltd to Fujitsu Services over a non-automated interface.
Type C	Data prepared by Fujitsu Services. (APOP only)
Type F	Data delivered to counters in files
Type X	Data prepared by Fujitsu Services
Unauthorised change	An OBC that has been released to the live environment but has not been authorised.
Unit of Release	A combination of files which are intended to be released together. The smallest is a single file. Where Amendment or Error Correction files are applied to a change in progress, the unit of release will be all files associated with the original OBC.
Validation (Validate)	Confirming that the observed result of the change implemented is the same as that expected and fulfils the requirements as specified to Fujitsu Services – activity performed by Fujitsu Services.
Verification (Verify)	Confirming that the observed result of the change implemented is the same as that expected and fulfils the requirements of the business – activity performed by Post Office Ltd.
Verification Counter	A non-live HNG-X counter provided to Post Office Ltd to which OBCs are applied in order for Post Office Ltd to verify the change, before its release to the live estate.
Verification Report	A report produced from the RDMC to show which Reference Data records have changed.
Working weekdays	9am to 5pm, Monday to Friday, excluding English Public Holidays.

Terms defined in the Contract shall have the same meaning where used in this CCD

## 0.6 Changes in this Version

Version	Changes
10	<ul style="list-style-type: none"> <li>Drop down of relevant provisions from N01 from the old Codified Agreement. Also changes to introduce new &amp; replacement terminology (e.g. Agreement</li> </ul>



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	<ul style="list-style-type: none"> <li>instead of Codified Agreement) have been made. Inclusion of new definitions from Schedule 15 (Agreed Release Date &amp; Authorisation Date) into the document. Introduction of volumetric limits in accordance with Heads of Agreement and agreement to move towards work index system as agreed between Post Office &amp; Fujitsu Services (cf para 6.2). Planned capability volumetrics in relation to Network Reinvention activity (cf para 6.3).</li> </ul>
10.1	<ul style="list-style-type: none"> <li>Name of document changed as all Reference Data is now included</li> <li>Remove reference to Pathway</li> <li>Add details relating to Debit Card Service</li> <li>Change sections as necessary to accommodate branch change</li> <li>Add section on changing products from non-core to core and back</li> <li>Add section on process for permanently closing branches</li> <li>Remove Appendix A – OBC volumes for year 2002</li> </ul>
10.2	<ul style="list-style-type: none"> <li>Amended following comments to version 10.1</li> <li>Addition of Appendix on Mails</li> <li>Inclusion of new section 10.2 regarding Release of Reference Data to close the gap with Schedule 15 of the contract. Also amended definitions of Agreed Release Date, Authorisation Date and Effective Date to conform to this</li> <li>Added appendix on process for handling PinICLs between Fujitsu Services and Post Office Ltd</li> </ul>
10.3	<ul style="list-style-type: none"> <li>Amended following comments to version 10.2</li> <li>References to 'Agreement' in section 0.4 changed to 'Contract'</li> <li>Agreement now recognises the Mails service</li> <li>Section 7.3 amended in light of change requirement for Network Reinvention</li> </ul>
11.0	<ul style="list-style-type: none"> <li>Issued for approval</li> </ul>
11.1	<ul style="list-style-type: none"> <li>Internal version not issued for review</li> </ul>
11.2	<ul style="list-style-type: none"> <li>Add or amend IIN range for NWB/DCS becomes Advanced Complex due to introduction of Chip and PIN</li> <li>Change of signatories</li> <li>Heading corrected</li> <li>Missing comments incorporated</li> <li>Add S80 elements</li> <li>Change wording of section 2.5 regarding Alerting to incorporate current Alerting Process document (CS/PRD/077)</li> <li>Remove section 2.6.2 with regard to NBE (NBE replaced by NBX)</li> <li>Change section 7.3 with respect to network reinvention</li> </ul>
12.0	<ul style="list-style-type: none"> <li>Issued for approval – version withdrawn as comments had been missed</li> </ul>
12. 1	<ul style="list-style-type: none"> <li>Change HSH to HSD</li> </ul>



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12.2	<ul style="list-style-type: none"> <li>• Replace all reference to Cash Account with Branch Trading Statement</li> <li>• Replace all references to PinICL with Peak</li> <li>• Correct errors in some lead time models</li> <li>• Clarify Migration Special</li> <li>• Re-instate change IIN range in High Risk for non Chip and Pin Card</li> </ul>
13.0	<ul style="list-style-type: none"> <li>• Issued for approval</li> </ul>
13.1	<ul style="list-style-type: none"> <li>• Amend detail of authorisation to cater for new or amendments to APOP and ADC services and transaction flows</li> <li>• Amend Post Office Ltd team names (OBCRDST and RDOT)</li> <li>• Amend references to contract appendices</li> </ul>
13.2	<ul style="list-style-type: none"> <li>• Amendments following comments on version 13.1</li> </ul>
13.3	<ul style="list-style-type: none"> <li>• Further amendments to clarify ADC and APOP responsibilities in 9.1.4</li> </ul>
14.0	<ul style="list-style-type: none"> <li>• Issued for approval</li> </ul>
14.1	<ul style="list-style-type: none"> <li>• Addition of references to HNG-X</li> <li>• Introduce section regarding Reports and Receipts documentation for Banking, Debit Card, ETopUp, AP and ADC</li> <li>• Change relevant references to new documents, remove redundant entries and generally tidy references</li> <li>• Appendix B: Changing transactable products between Core and Non-Core – now in RD/CCL/002</li> <li>• Appendix C: Permanent Closure of Branches – now in RD/CCL/003</li> <li>• Appendix D – Mails – now in RD/CCL/002</li> </ul>
15.0	<ul style="list-style-type: none"> <li>• Issued for approval</li> </ul>
15.1	<ul style="list-style-type: none"> <li>• Remove references to Horizon</li> <li>• Change references to RDS to MDM</li> <li>• Remove System Parameter – Pure (not used in HNG-X)</li> </ul>
15.2	<ul style="list-style-type: none"> <li>• Add specific information about PAF monthly data delivery</li> </ul>
16.0	<ul style="list-style-type: none"> <li>• Issued for approval</li> </ul>
16.1	<ul style="list-style-type: none"> <li>• Changes intentionally restricted to updates related to Reference Data Management Service: Service Description v2.2, (SVM/SDM/SD/0013).             <ul style="list-style-type: none"> <li>• 'Rework' replaced by 'Pre-Live Incident Management'</li> <li>• 'Delta' Reports added.</li> </ul> </li> <li>• Amend references to Fujitsu Reference Data Team (RDT) to SSC. RDT refers to the Reference Data Test rig.</li> <li>• Minor template and format changes.</li> </ul>

## 0.7 Changes Expected



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**Changes**

- This document is amended as required when new releases of the HNG-X systems are released
- This document may need amendment if agreement is reached on the use of the work index measurement mechanism
- General review and update of the document to reflect HNG-X changes since v15.2. Formal comments are politely requested only against changes made in v16.1 so that CS/PRD/058 can be aligned with SVM/SDM/SD/0013 v2.2.



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## 1 SUMMARY SHEET

This section summarises the content of this Interface Agreement as a “quick reference” guide to change types. It does not replace the detail contained in the following sections (should there be differences, the latter shall prevail).

Note: the Lead-time includes processing within both Post Office Ltd and Fujitsu Services, but not distribution to the HNG-X counters.

Change Category	Definition (see section 4)	Lead-time (working weekdays)		
Product Standard:		Post Office Ltd	Fujitsu Services	Total
Basic Change - Pure	Type A Reference Data only (no Post Office Ltd verification required)	4	1	5
Basic Change – High Risk	Type A Reference Data only (Post Office Ltd verification is required)	6	4	10
Advanced Simple Change	Type A Reference Data, plus after-the-event changes	6	4	10
Advanced Standard Change	Type A & Type B Reference Data, MIS change & Fujitsu Services testing required	9	5	14
Advanced Complex Change	Change that requires Type C and/or Type F and/or Type X Reference Data from Fujitsu Services	14	11	25
Advanced Complex Extended Change	Change that may require Type C and/or Type F and/or Type X Reference Data from Fujitsu Services or may need longer validation/verification times than Advanced Complex	14	16	30
AP Change	Change required for AP Client Take-On and Token verification (including ADC and APOP).			
Product Fast-track:				
Basic Express	A subset of Basic HR, for a specific requirement to change specific Reference Data quickly.	1.5	0.5	2



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Migration Special	An addition to the non-core product mappings for a branch, normally where the product is already being sold prior to migration.	0.75	0.25	1
Tight Timescales	A change to make any kind of Reference Data change quickly, in specified circumstances.	Agreed when requested		
Business Critical Advanced Change	An advanced change which requires shorter lead time than would normally be required for such a change	Agreed when requested		
Live Fix	A change to correct a live incident. (ref. section 4.2.3.4 and 10.4).	Defined in OLAs RDS/OLA/001 and PON/OSG/OLA/001		
Branch:				
Help Desk (HD)	Type A Reference Data only (no Post Office Ltd verification required)	Defined in SVM/SDM/STD/0001		
Advanced	Type A Reference Data only to support more complex changes in branches (e.g. relocation). May require Post Office Ltd verification.	Defined in SVM/SDM/STD/0001		

N.B. The breakdown of the lead-times shown above are indicative only of the time taken within each organisation. The overall lead-time should always be taken as the true indication of the time required to effect a change. When considering the date by which data is to be delivered to counters and the total amount of time required to implement a change, in addition to the lead-time shown above consideration must also be given to distribution time to the counters (see section 3.2) following authorisation.



## 2 Introduction

This document is a Contract-Controlled Document (CCD).

### 2.1 Intent of Interface Agreement

The intent of this Interface Agreement is to establish effective co-operation between Fujitsu Services and Post Office Ltd for the timely efficient and cost effective delivery of Operational Business Change using Reference Data to HNG-X enabled Post Office counters.

This Agreement covers both Product and Branch Reference Data.

This Interface Agreement identifies:

- Post Office Ltd and Fujitsu Services requirement for changes introduced via Reference Data,
- the agreed end-to-end service solution for Fujitsu Services and Post Office Ltd, both separately and jointly, for implementing such changes and
- the obligations of both parties, both separately and jointly, that must be met in order to deliver the solution.

There are a number of documents (which are not CCDs) that describe the interfaces and agreements made between Fujitsu Services and Post Office Ltd for the management of Operational Business Changes. This document provides an “umbrella” agreement for those and they will comply with the agreements made within this Interface Agreement.

Whilst this Interface Agreement serves as an umbrella for other documentation it cannot supersede any contractual obligations defined within the Contract. The timescales shown later in this document are those which are agreed by both parties to be operationally viable and as such form the basis of normal business practice when implementing changes to Reference Data.

### 2.2 Maintenance of this Interface Agreement

This Interface Agreement is applicable the HNG-X system. It will be reviewed for any future major software release and on an on-going basis. It is maintained by Fujitsu Services on behalf of both parties.



## 2.3 Future Developments

Post Office Ltd and Fujitsu Services agree to work jointly to improve the quality and effectiveness of the Reference Data interface as follows:

- Review the functionality, scope and effectiveness of the Reference Data test environment and enhance where appropriate.
- Continuously monitor the toolset available in the test environment, in particular the Reference Data comparison tool for identifying impact of planned Reference Data changes with the possibility of enhancement where appropriate.
- Continuously monitor and where necessary improve the Reference Data Change Catalogue (RDCC) relating to Reference Data requirements.
- Review the consolidated set of Business Rules and procedures which have been jointly developed and implemented.
- Continuously improve the scope and effectiveness of Business and System tests.
- Identify risks to the Reference Data service and take remedial action to eliminate or mitigate such risks.

The programme for delivery of each of the above will be overseen by the RDORF.

## 2.4 Service Management Policy

Service Management Policy is described in document SVM/SDM/SD/0007 - Service Management Service: Service Description

## 2.5 Alerting when product data is at risk of late delivery

When it is known that Reference Data for Product changes may be at risk of non delivery by the time it is required at branches (the Effective Date) it may be necessary to alert parts of Post Office Ltd so that the relevant staff (branch, helpdesk etc.) are made aware that a required change may not be present when expected. The only time this is a potential problem is if the data has been released the day before it is due to become effective and there are then problems in the overnight processing and/or delivery of the data. In practice the majority of Reference Data is released at least two days before it is due to become effective and therefore there is only a small risk of an issue arising.

The principles of the process with respect to data being delivered overnight to become active at branches the following day are:

- to provide warning to relevant parties in Post Office Ltd and Fujitsu Services, that there is risk of critical reference data not being available at branches the following day
- to allow appropriate contingency to be invoked against that risk where lack of the data would cause critical problems



The process follows the following stages:

- POLRDT (Bracknell) would indicate to SSC (on the authorisation form) that Post Office Ltd would wish to be informed of overnight processing problems
- SSC would inform FJS duty management and data centre operations that an alert request had been made
- In the event of overnight processing issues data centre operations would advise the FJS duty manager of the problem and the FJS duty manager would then advise the Post Office Ltd duty manager

## 2.6 Contractual obligations with respect to NBS

The contract for supply of the Network Banking Service included a number of contractual obligations which have been carried forward into this document.

### 2.6.1 Extensibility

The NBS shall support, through changes to or the introduction of appropriate Reference Data, the introduction and removal of new instances of and changes to each of the items (marked as suffix NWB) shown in Appendix B: Standard Changes – Details. The parties may agree to vary the allocation of the items from time to time, such variation to be documented by Fujitsu Services in the working document entitled “Reference Data Change Catalogue” (RD/CCL/001).

#### 2.6.1.1 Introduction and Change

The introduction of changes to and new instances of items specified above in 2.6.1

- (a) shall be effected using only the agreed functions and processes used for introduction of and changes to reference data for those Post Office Services existing at the time of introduction of the NBS into this Agreement.
- (b) shall not cause to be exceeded:
  - (i) any limit or range in respect of any such item (including, without limitation, limits or ranges on the number of IINs) where such limit or range is specified in the CCD entitled “Horizon Capacity Management and Business Volumes” (PA/PER/033); and/or
  - (ii) if no such limit or range is specified in that CCD then a reasonable limit or range

#### 2.6.1.2 Verification of NBS Reference Data

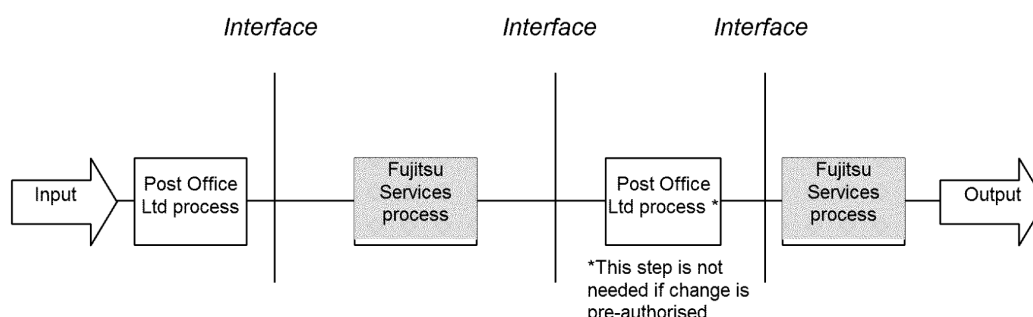
Post Office Ltd shall be responsible for verifying all NBS related Post Office Reference Data for use in End to End Banking, save to the extent that Fujitsu Services is obliged to do so (for the purposes of the use of such Post Office Reference Data within the Post Office Service Infrastructure) in accordance with paragraph 2.6.1.1 above. For the avoidance of doubt, the Change Control Procedure shall be used if Post Office Ltd requires, in connection with the introduction of any of the items referred to in paragraph 2.6.1 above, Reference Data validation or testing of the NBS (or any element thereof) outside the scope of this Interface Agreement.



## 3 Scope

### 3.1 Interfaces

This Interface Agreement covers all the interfaces between Fujitsu Services and Post Office Ltd that support the Operational Business Change process for pre-defined Product and Branch changes.



The start is the point where an OBC form has been completed and issued within Post Office Ltd, and the end point is where the Reference Data has been released within Fujitsu Services for delivery to the live counters.

The delivery of the Reference Data to counters, following release authorisation, is covered by the SLT (see section 3.2).

This Interface Agreement applies to both Product and Branch Changes where:

- a Basic Product Change and HelpDesk Branch Change is a change which consists solely of Reference Data which requires no additional Fujitsu Services actions and may be submitted to Fujitsu Services without notice
- an Advanced Change Product Change is a change which requires additional Fujitsu Services activity and is subject to advanced notification
- an Advanced Branch Change is a change which is subject to advanced notification

Note: Reference Data for Branch Change is usually necessary to support activities such as: a new Branch Opening, a Branch Relocation, conversion of a Branch franchise, a Branch Closure. Reference Data also supports changes to branch details such as: opening hours, telephone number, name and address but excludes the addition or removal of individual counters. The specific activity for branch change is described in document SVM/SDM/STD/0001 - Fujitsu Services / Post Office Ltd Operational Business Change – HNG-X Branch Interface Agreement



## 3.2 Service Level Target

The contractual provisions and service level targets relating to the distribution of Reference Data to Branches are defined in SVM/SDM/SD/0013 – Reference Data Management Service: Service Description section 2.3.5.

## 3.3 Operational Business Change processes for Reference Data Change

The Operational Business Change (OBC) process for Reference Data is defined in document SVM/SDM/PRO/0027 - Process for Operational Business Change - Reference Data and the types of change that qualify for the OBC process are defined in the Reference Data Change Catalogue (RDCC). Changes not found in the RDCC must be requested via the normal Change Control Procedure.

A summary of the process is given below.

Note:

Not every Change Type follows every step of the process see section 4.2.

The timescales for each stage of the process are defined in section 4.2.

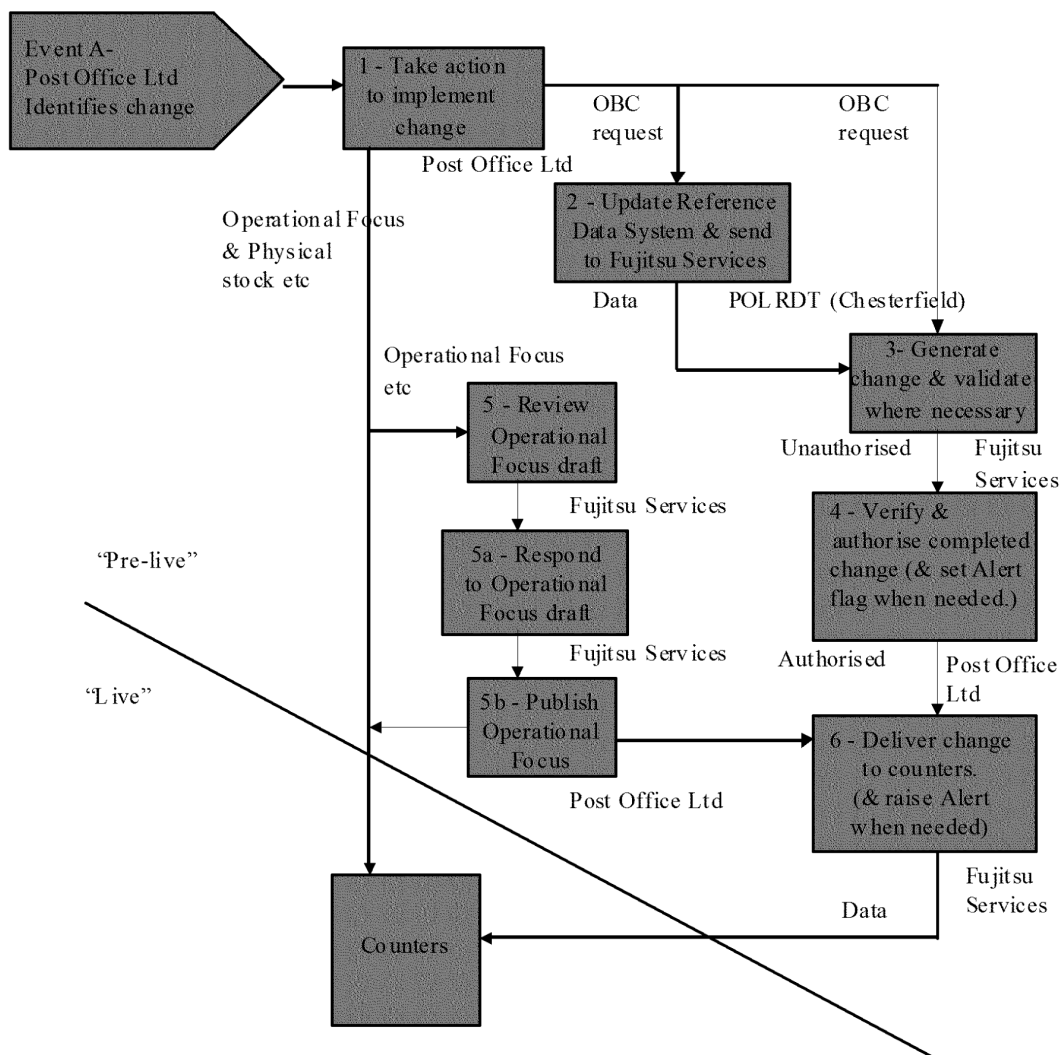
The types of change that the process applies to are defined in section 4.2.

The responsibilities of each party are defined in section 9.

Note: the diagram and description refers to the process for Operational Changes once any required agreement has been reached regarding the viability of the change (as may be the case with APOP/ADC changes)

### 3.3.1 Process Diagram

Note: feedback loops exist at all stages for error correction, but are not shown,

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### 3.3.2 Process Steps

	Step	Taken by	Description
A	Event A – Identify change	Post Office Ltd	The relevant unit in Post Office Ltd identifies the business need to introduce, change details of, or withdraw a product.
1	Take actions to implement the changes	Post Office Ltd	<p>The relevant unit in Post Office Ltd identifies if the change is a Basic Reference Data change, or an Advanced OBC change.</p> <p>The relevant unit raise the required OBC forms to:</p> <ul style="list-style-type: none"> <li>Request Post Office Ltd Reference Data Team (Bracknell) to change the Reference Data (for both Basic and Advanced Changes)</li> <li>Where necessary POLRDT(Bracknell) raise relevant OBC forms and send to POLRDT(Chesterfield) for keying into Post Office Reference Data System</li> <li>and request an OBC – Product Change from Fujitsu Services (for Advanced Changes).</li> </ul> <p>Post Office Ltd RDT (Bracknell) confirm the change requested is an Advanced OBC change and request Fujitsu Services to make the change.</p> <p>Post Office Ltd RDT (Bracknell) supply any required additional information to support the Advanced OBC change.</p> <p>Post Office Ltd ensure that all necessary communications and supporting actions for the OBC are complete.</p>
2	Update Ref. Data system & send to Fujitsu Services	Post Office Ltd RDT (Chesterfield)	<p>Post Office Ltd RDT changes the Reference Data in Post Office Reference Data System to meet the OBC requested and send it to Fujitsu Services and other users within Post Office Ltd.</p> <p>N.B. This step is not used where no MDM data is required</p>
3	Generate Change and validate where	Fujitsu Services	Fujitsu Services receives the Reference Data from Post Office Ltd RDT (Chesterfield) (for all changes) and receives the OBC form and necessary additional information from Post Office Ltd RDT (Bracknell) (for Advanced Changes).



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	necessary		<p>Fujitsu Services initiates any required internal actions e.g. ensure Reference Data is appropriate for the OBC requested as defined in the RDCC, generate Type C, Type F and Type X Reference Data as necessary, test changes. Changes are tested and validated by Fujitsu Services where necessary.</p> <p>Fujitsu Services generates and delivers the RDMC Verification Report and the Comparison Report to Post Office Ltd RDT (Bracknell) and delivers the actual Reference Data change to the verification counters, as appropriate.</p> <p>Note: Fujitsu Services does not send Pure Basic and Migration Special Changes to Post Office Ltd RDT (Bracknell) for authorisation, as they are pre-authorised by Post Office Ltd.</p>
4	Verify & authorise completed change	Post Office Ltd RDT (Bracknell)	<p>Post Office Ltd RDT (Bracknell) undertake OBC counter and report verification (as appropriate) and confirm the change as delivered is the change required, and authorises the release of the OBC to the live estate.</p> <p>Post Office Ltd RDT (Bracknell) may also request an alert be raised if the data is at risk of not being available by the time it becomes effective. (see section 2.5)</p> <p>N.B. Some changes are Pre-Authorised – please refer to CS/PRD/108 - Conventions for naming of Operational Business Change Reference Data</p>
N.B. The following steps may start after step 1 and run in parallel			
5	Review Operational Focus articles	Fujitsu Services	<p>Where appropriate, Fujitsu Services reviews, and responds to, all relevant Operational Focus or other update articles before publication and distribution (when required) to confirm that the contents correctly reflect the system and will not have an unnecessary impact on Helpdesk resources. Post Office Ltd shall accept all amendments reasonably requested by Fujitsu Services in pursuit of the delivery of contractual services.</p>
6	Change delivered to counters	Fujitsu Services	<p>Fujitsu Services releases Reference Data for all authorised OBCs to the live estate.</p> <p>Fujitsu Services will raise Delivery Alert on the Release Day, if the Alert Flag is set and the change is to be effective next day. (see section 2.5)</p> <p>Where agreed with Post Office Ltd, the release may be held pending communication to the Branches e.g. via Operational Focus. (However if release delay risks the Start Date, there may need to be another change processed to amend the start date of the change).</p>



### 3.4 Operational Business Change processes for Branch Change

The process for effecting changes at branches is fully described in SVM/SDM/STD/0001 - Fujitsu Services / Post Office Ltd Operational Business Change – HNG-X Branch Interface Agreement. In some cases there will be a need for Reference Data to support the physical changes at branches (e.g. temporary closure for refurbishment). In some cases there will be a need to change Reference Data when there is no physical work required (e.g. change of opening times).

Whilst the definitive process is in SVM/SDM/STD/0001 it is worth noting the general steps within this document:

1. Post Office Ltd submit Reference Data via MDM to RDMC
2. Fujitsu Services produce reports and send them to the relevant Post Office Ltd unit
3. Fujitsu Services release the data no earlier than 48 hours after receipt
4. Post Office Ltd check reports and if errors are found submit a fresh change
5. Should Post Office Ltd find an error during the 48 hour window a direct request to Fujitsu (usually by telephone) may be made to stop the release of the data. In this instance the release is no longer pre-authorised and becomes a change which requires authorisation

**Note:** Reference Data for branch temporary closures is only sent by Post Office Ltd to Fujitsu when the temporary closure is expected to exceed 10 days.



## 4 Types of Change

### 4.1 Introduction

Change types are pre-defined for inclusion into the OBC – Reference Data process. This definition can be found in the Reference Data Change Catalogue (RDCC). Each pre-defined change type is grouped as shown in the table in section 1.

The RDCC Product Change categories that apply to these changes are listed in sections 4.2.1 and 4.2.3 below. The assumptions listed in the RDCC must be adhered to, in order to apply these categorisations.

Change types for Branch Changes are defined in SVM/SDM/STD/0001.

### 4.2 Product Changes

#### 4.2.1 Standard Changes

The order of the change types in this section is significant and is an indication of the level of risk with each type and therefore the amount of checking that is deemed to be necessary. The change types are of varying risk from those which need little or no checking, as the effect of an error would be minimal on the Live estate, to those which need extensive checking, as the effect of an error may be significant on the Live estate. Those changes, which are deemed to require minimal or no checking, are classified as Basic - Pure. Those changes, which are deemed to require most checking, are classified as Advanced – Complex or Advanced Complex Extended.

A complete list of changes applicable to each type is held within the RDCC. Should Post Office Ltd decide that additional checking is required a change may be submitted in a type with a higher risk position in this section. However the converse is not true, in that a change can never be requested with a lower risk position than the type shown in the RDCC.

Appendix A: Standard Changes - Details, shows a representative list of the changes for each type.

##### 4.2.1.1 Basic - Pure

Basic Changes do not require advanced notification from Post Office Ltd to Fujitsu Services (OBC form). The delivery of the Reference Data file using agreed mechanisms is the request for change. The file must identify that its contents are Basic Pure changes. The file may contain more than one change of the same type. All Basic files contain only Class 1 Reference Data items. Fujitsu Services checks the contents of the file are appropriate for the type of change. Pure changes do not require verification and are pre-authorised for release.

##### 4.2.1.2 Basic – High Risk

Basic Changes do not require advanced notification from Post Office Ltd to Fujitsu Services (OBC form). The delivery of the Reference Data file using agreed mechanisms is the request for change. The file must identify that its contents are a Basic High Risk change. The file may contain more than



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one change of the same type. All Basic files contain only Class 1 Reference Data items. Fujitsu Services checks the contents of the file are appropriate for the type of change. High Risk changes require a Verification and a Comparison report (where appropriate) and authorisation by Post Office Ltd before release.

#### **4.2.1.3 Advanced Simple**

Advanced Simple changes require advanced notification from Post Office Ltd to Fujitsu Services (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Fujitsu Services checks the contents of the file are appropriate for this type of change. Fujitsu Services has actions to take to implement the change (in addition to processing the Type A Reference Data file from Post Office Ltd) e.g. update documentation, but these actions can occur after the change has been released and therefore do not extend the lead-time for the change. These changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

#### **4.2.1.4 Advanced Standard**

Advanced Standard changes require advanced notification from Post Office Ltd to Fujitsu Services (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Fujitsu Services checks the contents of the file are appropriate for this type of change. Fujitsu Services has actions to take to implement the change (in addition to processing the Type A Reference Data file from Post Office Ltd) e.g. process Type B files, and these actions must occur before the change has been released, therefore the lead-times are longer than for Simple or Basic changes. These changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

#### **4.2.1.5 Advanced Complex**

Advanced Complex changes require advanced notification from Post Office Ltd to Fujitsu Services (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Fujitsu Services checks the contents of the file are appropriate for this type of change. Fujitsu Services must generate Type C, Type F or Type X Reference Data as appropriate to implement the change and then test that the change works as requested in the OBC form. These changes require a Verification and a Comparison report and authorisation by Post Office Ltd before release.

#### **4.2.1.6 Advanced Complex Extended**

This category of change has been introduced to differentiate from ordinary Advanced Complex changes as the lead-time is longer to allow for additional validation/verification which is necessary because of the additional complexity of the change. In all other respects this category is identical to Advanced Complex.

### **4.2.2 AP (including ADC and APOP)**

AP changes are similar to Advanced Complex changes and require notification from Post Office Ltd to Fujitsu Services (an OBC form) to request the change. Associated Reference Data files must be identifiable as such through the BCR number. Fujitsu Services checks the contents of the file are appropriate for this type of change. Fujitsu Services has actions to take to implement the change e.g. test Tokens and supply test files to the appropriate Post Office Ltd Client for Post Office Ltd End to End testing of changes. These changes require a Verification and a Comparison report, additional testing and authorisation by Post Office Ltd before release.



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(as described in relevant AP documentation)

Introduce new AP client, service or token  
Change client name (new token data)  
Cease AP Client, product or token  
Introduce new Smart Card

ADC changes are implemented using the same basic process mechanisms as AP although the timing may differ.

Notes on AP/ADC and APOP change:

- Changing AP/ADC product details when an end-to-end test file is not required falls outside the category of AP change and is to be treated in the same way as any other product change
- Ceasing AP/ADC Client, product or token when the service is Live, i.e. it is not being withdrawn from a current CTO/ADC cycle, is to be implemented as an Advanced Simple change, with the client service list being amended after the event
- APOP/ADC changes may affect the transaction flow on the counter and the content (including XML tags by use of an ADC data type with ZZ\_IncFields attribute) of client files. It is also possible that incoming client files (submitted via the EDG gateway) may have similar effects. For this reason APOP/ADC changes may be subject to advance notification to and agreement from Fujitsu Services that the effect of the change is acceptable to Fujitsu Services.

## 4.2.3 Fast-track changes

### 4.2.3.1 Basic Express

A Basic Express change is a subset of Basic High Risk changes and must comply with the definitions in section 4.2.1.2. However, the lead-times (see section 5.9) specified for a Basic Express change can only be achieved where verification can be performed on the basis of the Verification Report and not a Comparison Report. The type of change must be such that there is minimal risk of error occurring elsewhere within the system as a result of applying the change and is therefore limited to:

Change price of non-value stock  
Change price of revaluable value stock \*  
Change min/max quantity/value  
Change Long/ Medium / Short name  
Add/Amend/Cease End of Session prompt  
Add/Amend/Cease Transaction prompt  
Add/Amend branch exclusion for urgent suspension  
Disable/Enable End of Session prompts at specified branch(es)  
Disable/Enable Transaction prompts at specified branch(es)



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The limits for use are:

- ◇ only for the categories of change which conform to the above e.g. 'Ticket and Travel' products or to meet the requirement for Tight Timescales
  - ◇ only OBCs that must be active on completion of the change within 48hrs ✕
  - ◇ OBCs must be received by Post Office Ltd RDT (Bracknell) by 10am on a working weekday and
  - ◇ only normal volumes of change as defined in (section7.1)
  - ◇ the BCR must start with prefixes as defined in CS/PDN/108. If a Change is delivered to Fujitsu Services with this prefix but the contents do not meet the specified criteria it will be processed according to the normal lead-times. Fujitsu Services will inform Post Office Ltd using the incident process.
- \* Note: When a Basic High Risk change is to change the price of revaluable value stock, counters will prompt counter staff on each of the three calendar days prior to when revaluation will need to be performed, provided that the Reference Data is already at the counter. Should a similar change be put through the Basic Express mechanism, this prompting period may be for less than three calendar days. It is Post Office Ltd's responsibility to provide any additional notification required to users.
- ✕ Where the change is as described above, the requirement for completion within 48hrs may be extended, if required, to allow for this 3 calendar day period.

#### **4.2.3.2 Migration Special**

A Migration Special change is a specific subset of Basic Pure changes and must comply with the definitions in (section 4.2.1.1). Migration Specials are pre-authorised for release and no verification is required.

Migration Special changes are additions or removals to the Reference Data defining which non-core products a particular branch can or cannot sell. This Reference Data is needed so that the correct range of Products is available at the branch

Note: The term 'Migration Special' was originally used during the roll-out of the Horizon system and although it has no specific meaning in the context of the system today it is still well understood within users of the Reference Data change process and hence the name remains for this category of change.

The limits for use are:

- ◇ additions to Non-core Product to Branch mappings only
- ◇ Reference Data must be received by Fujitsu Services by 10am for release to be actioned on the day of receipt or a phone call is required before 4 p.m. requesting a later file to be released
- ◇ Reference Data files must be identifiable as Migration Specials



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Migration Specials differ from the standard Basic Pure change for adding non-core associations to a branch by virtue of:

- ◇ the urgency with which the data needs to be delivered to the branch.
- ◇ Migration Specials refer to one branch or one product – the normal Basic Pure change may have any combination of products and branches.

Where possible Post Office Ltd should use the Basic Pure change for addition of non-core association records.

Once Fujitsu Services has confirmed that the Reference Data is of the required type it will be released to the 'Live' environment.

### **4.2.3.3 Tight Timescales**

#### **4.2.3.3.1 Requirement**

Fujitsu Services recognises that there may be occasions where Post Office Ltd will be required to implement changes to Reference Data to timescales which are outside the control of Post Office Ltd, for example changes announced in the Chancellor of the Exchequer's Budget. The implementation of Reference Data in support of such changes must be handled in a very bespoke manner. Fujitsu Services will use reasonable endeavours to meet the requirements requested by Post Office Ltd.

#### **4.2.3.3.2 Definition**

A Tight Timescale change that cannot be processed using the normal timescales defined for such a change. It may be caused by either:

- an emergency situation where normal lead-times cannot be adhered to because of legal circumstances outside of Post Office Ltd control, or
- to allow Post Office Ltd to exploit commercial opportunities
- emergency introduction of a Transaction or End of Session prompt to cover legal obligations (e.g. Money Laundering)

Each instance of such change must be notified in writing by Post Office Ltd to Fujitsu Services and agreed between Post Office Ltd, Head of Delivery - IT and Service and the Fujitsu Services Customer Service Director or their nominated authorised deputies.

#### **4.2.3.3.3 Types**

Analysis by Post Office Ltd of the business requirements indicates that the types of change that require to be actioned in Tight Timescales are:

- Price changes
- Emergency cessation of a product
- Product introduction or change where the product has been created in advance with interim details.

#### **a) Price Change**



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The most frequent Tight Timescale changes are price changes. These may be processed via the fast-track Basic Express route.

**b) Emergency cessation**

From the CSR+ version of Horizon the ability to transact a product is controlled by the use of Item Transaction Modes and therefore these types of changes may be processed via the fast-track Basic Express route.

**c) Product introduction or change (with interim details)**

A new product (or product change) can be introduced in advance of all details being available e.g. to meet a late-breaking business opportunity. Mandatory details should be provided initially, although some will have interim values

e.g.

- product name may be set to “test name” or other identifiably interim name
- the Branch Trading Statement mapping may be to a line marked as “temporary”
- the button for the product may not be introduced until a later date, with the product only available to be sold by PLU initially

The “interim” product should be verified using standard processes for product change (see sections 3.3 and 5.6).

To set up the interim product the normal lead-times should be adhered to. When the interim product cannot be set up with the normal lead-times, it will be dealt with as a high priority exception (see section 10.3).

The interim details will be later replaced using:

- a Basic Express change for the final information relating to price and name. This must be identifiable as part of the Tight Timescale change, and will be verified via the Verification Report for Basic Express, before the change is released
- standard changes that occur after the go live of the product e.g. the introduction of the button, or the change of the Branch Trading Statement mapping.



An example of the timeline is shown below:



#### 4.2.3.3.4 Limitations when information is available at a very late stage

Whilst acknowledging that Post Office Ltd may not have control over legal or governmental changes it must be recognised that the ability of the end to end process to produce, check, authorise and release Reference Data takes a finite time and therefore it may not be possible in all circumstances to meet the requirements. To this end the following are guidelines to the limitations for Tight Timescales changes where the information is only made available at a very late stage (e.g. 4 p.m. on a budget day).

- The time to key the data into the MDM system, extract and transmit to Fujitsu Services must be considered (probably a minimum of 1 hour)
- The time that RDMC takes to process the incoming data must be considered (approximately 30 minutes)
- If counter checks at Post Office Ltd are required an absolute minimum of 2 hours is required for SSC system processing. It is therefore likely that this time will not be available and therefore checking of the data can only be by review of reports – minimum of 30 minutes to produce and transmit to POLRDT (Bracknell)
- The time that Post Office Ltd will take to validate reports, or view data on counters should time be available for extract, needs to be considered (estimated as a minimum of 30 minutes)
- In order to meet normal operational schedules, authorisation to release a Tight Timescales change should be received by Fujitsu Services by 7:30 p.m.
- The introduction of new items is impossible overnight. If there is a possibility that new items will be needed their skeleton data must be set up in advance, as described above in section 4.2.3.3.3.c



- Changes to Type C, Type F and Type X Reference Data (e.g. for Menu Hierarchy) can only be achieved within Tight Timescales when sufficient time is available – under normal circumstances, where the normal lead-time is not available, a Business Critical Advanced Change may be appropriate
- An overnight change should therefore only be of the type which amends the price or name of items

On the basis of the above timings, the latest time for commencement for an overnight Tight Timescales change, such as Budget announcements, to be with POLRDT for keying is 5 p.m. for a change to be checked by report and 3 p.m. for a change to be checked by counter. Whilst these timings are theoretically possible any error which occurs in data preparation or is discovered during checking may affect the ability of all parties to complete the exercise. Therefore, wherever possible more time should be given.

#### **4.2.1.4 Live Fix**

The time scale for incident correction is driven by the impact of the incident, the complexity of the solution and the Start Date (or Agreed Date) for the change to be live at the branches. (see section 10.4)

#### **4.2.1.5 Business Critical Advanced Change**

It has been recognised that the Fujitsu Services and Post Office Ltd operational units have the ability, in some circumstances, to shorten the OBC lead time without adversely impacting the success of the change, or any other change in the system.

A Business Critical Advanced Change category has been introduced to permit operational units to decide, where possible, to deliver change within a shorter time than the specified lead-time. BCAC does not replace Tight Timescales but rather offers an alternative, operational, method (similar to Basic Express) of progressing Advanced changes without the need for authorisation to be obtained at a senior level within both Post Office Ltd and Fujitsu Services.

- Each instance of a Business Critical Advanced Change must be agreed by each of the groups involved in the processing of the change (normally Post Office Ltd and Fujitsu Services Reference Data Teams) before the change is submitted to Fujitsu Services for action. This must include agreement on the effective date for the Reference Data
- The lead-time requirement for such a change must be shorter than that which would normally be required to complete the change
- The agreed lead-time requirement must be achievable
- Any errors or modifications which occur in the delivery of such a change are likely to cause failure to achieve the agreed lead-time
- 
- A maximum of 1 such change is permitted within any single week and 2 such changes in any rolling 4 week period
- RDORF may, by agreement, modify the maximum quoted above
- RDORF will review each instance of such a change to establish why it was necessary to invoke this process (without prejudice to any business confidentiality)



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## 4.3 Branch Changes

Note: From June 2005 all branch changes are pre-authorised. Please refer to section 3.4.

### 4.3.1 HelpDesk

Help Desk (HD) changes are those changes which are considered to be of very low risk in the event that the information is incorrect (e.g. change of a phone number at a branch). They do not require advanced notification to Fujitsu Services and provided that any file received by Fujitsu Services only contains changes consistent with being HD then the change is considered to be pre-authorised and will be released with no further activity.

### 4.3.2 Advanced

Advanced Branch Changes are mostly associated with physical activity in branches. The Reference Data is supported by an OBC form defining the actual requirement. Reports are provided to the Post Office Ltd unit responsible for such changes to enable them to ensure that the change is as required.



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## 5 Lead-time for Product Changes

### 5.1 Introduction

The lead-times quoted in this section are the end-to-end times covering both Post Office Ltd and Fujitsu Services activities. Each party must meet each milestone applicable to it in order that the subsequent milestones and the end-to-end lead-times are achieved. The types of change that relate to each category are defined in (section4.2).

These lead-times apply for the volumes given in (section7).

The lead-time runs from initiating a change until the change is Released to the live system. Delivery to Counters following release is as described in section 3.2

#### Notes:

For simplicity, the models used do not show activities that occur in parallel.

*day = working weekday (Mon-Fri, excluding English Public Holidays)*

*adow = any day of the week, includes non working weekdays (Mon-Sun)*

*times = latest time action can occur to meet the schedule*

Where a time is given next to a milestone, the time is critical to achieving that milestone. Where the time is not given, the default is for the handover between organisations to be complete by 8am. Failure to achieve a milestone by the given (or default) time potentially extends the lead-time of the change.

Whilst there are indications of the time taken at each stage of the processing these cannot be taken to be definitive, i.e. the overall lead-time should be taken as the most significant information.

N.B. The lead-time should be used in relation to when data is required to be delivered to counters on the Live estate, which may be earlier than the start date on the data.



## 5.2 Basic - Pure

Changes that involve changing Type A Reference Data only and do not require verification.

End-to-End lead time = 5 working days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver Reference Data to POLRDT (Chesterfield)	Day 2 (6pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	2 days	Send to Fujitsu Services	Day 4 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 5 (8am) *</i>	
Fujitsu Services process change	1 day	Release change (release day)	Day 5 (8pm)	Fujitsu Services

Delivery to Counters following release is as described in section 3.2

\* Note:

Basic – Pure Reference Data files (identifiable as such by virtue of the OBC prefix used) arriving by 10am, on a working weekday, will be released that night by Fujitsu Services, for distribution.

Basic – Pure Reference Data files received by Fujitsu Services by 4pm and accompanied by a notifying 'phone call', on a working weekday, will be released that night by Fujitsu Services, for distribution.



### 5.3 Basic – High Risk

Changes that involve changing Type A Reference Data or Help Data only and require verification.

End-to-End lead time = 10 working days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver Reference Data to POLRDT (Chesterfield)	Day 2 (6pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	2 days	Send to Fujitsu Services	Day 4 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 5 (8am)</i>	
Fujitsu Services process and validate change	2 days	Deliver Reference Data to Post Office Ltd	Day 6 (6pm)	Fujitsu Services
Fujitsu Services generate RDMC verification & comparison reports	2 days	Deliver Reports to Post Office Ltd	Day 8 (6pm)	Fujitsu Services
Post Office Ltd check reports and verify change	2 days	Notifies Fujitsu Services of authorisation	Day 10 (8pm)	Post Office Ltd
Fujitsu Services process authorisation	Immediate	Release change (release day)	Day 10 (8pm)	Fujitsu Services

Delivery to Counters following release is as described in section 3.2



## 5.4 Advanced Simple

Changes requiring advanced notification that involve Type A Reference Data changes only before release.

End-to-End lead time = 10 working days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver notification to Fujitsu Services	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	1 day	Deliver Reference Data to POLRDT (Chesterfield)	Day 2 (6pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	2 days	Send to Fujitsu Services	Day 4 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 5 (8am)</i>	
Fujitsu Services process request for change	2 days	Preparations complete	Day 4 (6pm)	Fujitsu Services
Fujitsu Services processes Reference Data and validate change	2 days	Deliver Reference Data to Post Office Ltd	Day 6 (6pm)	Fujitsu Services
Fujitsu Services generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 8 (6pm)	Fujitsu Services
Post Office Ltd check reports and verify change	2 days	Notifies Fujitsu Services of authorisation	Day 10 (8 pm)	Post Office Ltd
Fujitsu Services process authorisation	Immediate	Release change (release day)	Day 10 (8 pm)	Fujitsu Services
Update systems &	Varies		Day 11+	Fujitsu



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Delivery to Counters following release is as described in section 3.2



## 5.5 Advanced Standard

Changes that, in addition to Type A Reference Data, require activities such as loading Type B Reference Data, managing additional information, MIS updates or testing.

End-to-End lead time = 14 working days

Action	Duration	Result	Milestone	Owner
Business generates change	1 day	Deliver OBC to Post Office Ltd	Day 1 (6pm)	Post Office Ltd
Post Office Ltd processes change	1 day	Deliver notification to Fujitsu Services	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	2 days	Deliver Reference Data to POLRDT (Chesterfield)	Day 4 (6pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	3 days	Send to Fujitsu Services	Day 7 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 8 (8am)</i>	
Fujitsu Services process request for change	2 days	Preparations complete	Day 4 (6pm)	Fujitsu Services
Fujitsu Services process Reference Data	2 days	Ready for validation	Day 9 (6pm)	Fujitsu Services
SSC validate change	1 days	Deliver Reference Data to Post Office Ltd	Day 10 (6pm)	Fujitsu Services
Fujitsu Services generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 12 (6pm)	Fujitsu Services
Post Office Ltd check reports and verify change	2 days	Notifies Fujitsu Services of authorisation	Day 14 (8 pm)	Post Office Ltd
Fujitsu Services process authorisation	Immediate	Release change (release day)	Day 14 (8 pm)	Fujitsu Services
Amend MIS mapping	1 day		Day 14 (6pm)	Fujitsu Services



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Update documentation	Varies	Day 12+	Fujitsu Services
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Delivery to Counters following release is as described in section 3.2



## 5.6 Advanced Complex

Changes that require updated Type C, Type F or Type X Reference Data.

End-to-End lead time = 25 working days

Action	Duration	Result	Milestone	Owner
Business generates change	2 days	Deliver OBC to Post Office Ltd	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes change	2 days	Deliver notification to Fujitsu Services	Day 4 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	2 days	Deliver Reference Data to POLRDT (Chesterfield)	Day 6 (6pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	5 days	Send to Fujitsu Services	Day 11 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 12 (8am)</i>	
Fujitsu Services processes request for change	2 days	Preparation complete	Day 13 (6pm)	Fujitsu Services
SSC Create Type C and/or Type F and/or Type X Reference Data	5 days	Ready for validation	Day 18 (6pm)	Fujitsu Services
SSC Validate changes	2 days	Deliver Reference Data to Post Office Ltd	Day 20 (6pm)	Fujitsu Services
Fujitsu Services generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 22 (6pm)	Fujitsu Services
Post Office Ltd check reports and verify change	3 days	Notifies Fujitsu Services of authorisation	Day 25 (8 pm)	Post Office Ltd
Fujitsu Services process authorisation	Immediate	Release change (release day)	Day 25 (8 pm)	



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Amend MIS mapping	1 day	Day 25 (6pm)	Fujitsu Services
Update documentation	Varies	Day 25+	Fujitsu Services

Delivery to Counters following release is as described in section 3.2



## 5.7 Advanced Complex Extended

Changes that may require updated Type C, Type F or Type X Reference Data and/or extended validation/verification.

End-to-End lead time = 30 working days

Action	Duration	Result	Milestone	Owner
Business generates change	2 days	Deliver OBC to Post Office Ltd	Day 2 (6pm)	Post Office Ltd
Post Office Ltd processes change	2 days	Deliver notification to Fujitsu Services	Day 4 (6pm)	Post Office Ltd
Post Office Ltd processes Reference Data	2 days	Deliver Reference Data to POLRDT (Chesterfield)	Day 6 (6pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	5 days	Send to Fujitsu Services	Day 11 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 12 (8am)</i>	
Fujitsu Services processes request for change	2 days	Preparation complete	Day 13 (6pm)	Fujitsu Services
SSC Create Type C and/or Type F and/or Type X Reference Data	10 days	Ready for validation	Day 23 (6pm)	Fujitsu Services
SSC Validate changes	2 days	Deliver Reference Data to Post Office Ltd	Day 25 (6pm)	Fujitsu Services
Fujitsu Services generate RDMC verification & comparison reports	2 day	Deliver Reports to Post Office Ltd	Day 27 (6pm)	Fujitsu Services
Post Office Ltd check reports and verify change	3 days	Notifies Fujitsu Services of authorisation	Day 30 (8 pm)	Post Office Ltd
Fujitsu Services process authorisation	Immediate	Release change (release day)	Day 30 (8 pm)	



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Update documentation	Varies	Day 30+	Fujitsu Services
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Delivery to Counters following release is as described in section 3.2



## 5.8 AP and ADC Client Take-On and APOP

As described in AP/ADC Client Service Introduction and Change Processes & CS Services Catalogue documents following advanced notification to Fujitsu Services where required.

## 5.9 Basic Express

Changes that involve only Type A Reference Data and are one of the named change types in section 4.2.3.1. From a volume perspective Basic Express are a subset of Basic – High Risk.

End-to-End lead time = 2 working days

Action	Duration	Result	Milestone	Owner
Business generates change	2 hours	Deliver OBC to Post Office Ltd	Day 1 (10am)	Post Office Ltd
Post Office Ltd processes change	3 hours	Deliver Reference Data to POLRDT (Chesterfield)	Day 1 (1pm)	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	7 hours	Send to Fujitsu Services	Day 1 (8pm)	Post Office Ltd
<i>Fujitsu Services System processes</i>		<i>Available to Fujitsu Services</i>	<i>Day 2 (8am)</i>	
Fujitsu Services process change	2 hours	Deliver Reference Data to Post Office Ltd	Day 2 (10am)	Fujitsu Services
Fujitsu Services generate verification reports	2 hours	Deliver Reports to Post Office Ltd	Day 2 (noon)	Fujitsu Services
Post Office Ltd check reports and verify change	4 hours	Notifies Fujitsu Services of authorisation	Day 2 (4pm) *	Post Office Ltd
Fujitsu Services process authorisation	2 hours	Release change (release day)	Day 2 (6pm)	Fujitsu Services

Delivery to Counters following release is as described in section 3.2



**\* Note: As Basic Express is a form of Fast Track change and therefore outside the norm it is a Fujitsu Services requirement that authorisation is received by 4 pm.**

## 5.10 Migration Special

To meet the need to apply a quick change to the Product to Branch mappings for an branch

End-to-End lead time = 1 working day

Action	Result	Milestone	Owner
required change identified	Notify POLRDT (Chesterfield)	*	Post Office Ltd
POLRDT (Chesterfield) input Reference Data	Send to Fujitsu Services	*	Post Office Ltd
Fujitsu Services process change	Release change (release day)	*	Fujitsu Services

Delivery to Counters following release is as described in section 3.2

\* Note:

Migration Special Reference Data files (identifiable as such by virtue of the OBC prefix used) arriving by 10am on a working weekday, will be released that night by Fujitsu Services, for distribution.

Migration Special Reference Data files received by Fujitsu Services by 4pm and accompanied by a notifying 'phone' call, on a working weekday, will be released that night by Fujitsu Services, for distribution.



## 6 Lead-times for Branch Changes

The lead-times for supplying Reference Data for Branch Changes are defined in document SVM/SDM/STD/0001.

## 7 Volume of change

### 7.1 Committed volumes

The service provided by Fujitsu Services as specified within this document is constructed as follows

- a) it has the capability to handle an overall maximum of 300 business as usual changes within one month with the following limits within each of the categories

- Branch Changes	140 per month
- Pre-Authorised Product Change	40 per month
- High Risk Product Change	50 per month
- Advanced Product Change	100 per month
- Automated Payment Change	120 per month

- b) to enable Post Office Ltd to manage the volume and categorisation of changes that are supplied into this service and to facilitate Fujitsu Services capacity management and alignment of resources to meet these requirements for managing Reference Data changes, the framework for a Work Index system has been agreed. The Work Index system will specify in units an indication of the amount of work required for each file or associated activity

- c) The monthly Work Index limit will be 5000 units which will be equivalent to the workflow represented by the 300 changes and the identified constraints as specified in a) above

*[DN: It has proved impossible to create a direct correlation between 300 changes and 5000 work units due to the fact that the two figures are measuring completely different things – changes is a simple statement of the number of individual requests whereas work units reflect the effort required. This needs further consideration for a future release of this document]*

The Reference Data Operational Review Forum will oversee the introduction of the Work Index system and will be responsible for its continued development. The RDORF will monitor and review the effectiveness of the process and any issues which arise from these limits.

Data, which is required specifically for the implementation of a new system release is exceptional to these committed volumes and as such will not be counted within any measurement against this Interface Agreement.

## 8 Deliverables



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To ensure milestones are not put at risk all deliverables must be:

- Complete and identifiable e.g. cross referencing change numbers
- Error free (see section 10.4 for managing errors)
- Correctly dated (see section 8.3)
- Delivered by the relevant deadlines set out in the Interface Agreement (see sections 5 and 6 for required milestones)
- Delivered through the agreed mechanisms.

## **8.1 Post Office Ltd to Fujitsu Services**

Post Office Ltd shall deliver to Fujitsu Services:

- 1) Reference Data for Advanced and Basic changes
- 2) Operational Business Change forms for Advanced changes
- 3) Supporting items and/or information appropriate for changes e.g. AP tokens, Operational Focus
- 4) Authorisation for Advanced and High Risk Basic Product changes and Advanced Branch changes (where appropriate)

Note: This applies to changes which are within the scope of the OBC process, i.e. following agreement where necessary for changes such as APOP/ADC.

## **8.2 Fujitsu Services to Post Office Ltd**

Fujitsu Services shall deliver to Post Office Ltd:

- 1) Reference Data direct to Live Counters, for OBCs that are pre-authorised by Post Office Ltd.
- 2) Reference Data to Verification Counters, for Product Change OBCs to be verified, and that:
  - include Type C, Type F or Type X Reference Data for Advanced changes when necessary
  - has been validated to ensure changes work as requested on the OBC forms.
- 3) Verification and Comparison Reports (as appropriate for Product Change) that identify exactly what changes to the counter have been implemented
- 4) RDMC report (as appropriate) for Advanced Branch Changes
- 5) Reports to RDORF on volumetrics

## **8.3 Future Dating**

Reference Data records contain either a 'Start Date' or an 'Effective Date' which is the date on which the change is to become effective on the counters. Where possible this date should always be in the future when the data is created and remain a 'future date' throughout processing and distribution so that it is still a future date when it arrives at the counters.



However it is advisable that the future date is within the range of dates available on validation and verification counters (currently a maximum of 12 weeks) as it may not be possible to validate/verify a change which is further in the future. Furthermore, if the change has more than one effective date (e.g. Remit In followed by Serve Customer) and the difference between these two dates is more than 4 weeks less than the maximum date range of verification counters (i.e. a maximum of 8 weeks between start dates), the change should be submitted as two separate changes to allow validation of the individual parts. Failure to do this may result in the second part of the change having to be released before it has been validated.

There is a risk to Post Office Ltd if the OBC process is not initiated sufficiently in advance of the Effective Date to allow for:

- the IFA lead-time for processing, validation, authorisation and release to the Live system for that particular type of change
- the distribution time to branches
- additional contingency where Post Office Ltd consider the Reference Data to have business critical importance

Where, for whatever reason, Post Office Ltd are unable to initiate the OBC process sufficiently in advance, then Post Office Ltd and Fujitsu Services would establish an Effective Date to supersede the Start Date.

Fujitsu Services reserves the right to log as a pre-live incident, the receipt of any Reference Data which is not future dated. This is because data which has an immediate start date (i.e. any date in the past at the time when the data reaches the counter) may have an adverse effect and may create additional calls to HelpDesks.

The scheduling of non-future dated data by Post Office Ltd delaying authorisation of the release of Reference Data is not an approved method.

## 9 Roles & Responsibilities

The primary interface for changes described in this document is between Post Office Ltd Reference Data Team and Fujitsu Services Reference Data Team. Where other units within each of the organisations requires an interchange with the other organisation in relation to a business as usual change they should address their requirements via the appropriate team.

### 9.1 Post Office Ltd – General

Post Office Ltd shall, without limitation:

#### 9.1.1 Administration and Control

- a) Appoint and communicate to Fujitsu Services the name of an owner for this Interface Agreement. The owner shall maintain and communicate to Fujitsu Services the list of change authorisers for Product Reference Data.
- b) Measure & report on the performance of processes carried out by Post Office Ltd under this Interface Agreement.



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- c) Arrange and chair regular Reference Data Operational Review Forums at intervals as agreed by both parties
- d) Participate in the Service Review process, to cover all aspects of the process and its operation, including the provision of forecasts of changes to volumes which might affect those defined in section 7.1.
- e) Review the OBC process, documentation and forms to identify and implement improvements jointly with Fujitsu Services.
- f) Maintain details of the Post Office Ltd contacts relevant to these processes within the change contacts list in the OLAs RDS/OLA/001 and PON/OSG/OLA/001
- g) Ensure that all staff involved in the OBC process are aware of their role and responsibilities

### **9.1.2 Implementation**

- a) Ensure Post Office staff and clients are aware of changes in time to make the necessary preparations
- b) Resolve queries from Fujitsu Services that are material to an OBC
- c) Communicate issues and exception information to Fujitsu Services, as reasonably necessary to assist them, to enable them to manage and control all their relevant change activity on the Fujitsu Services side of the change interface.
- d) Provide the Postmaster communication (e.g. Operational Focus, Memo View) to Fujitsu Services for comment before release and make any amendments reasonably required by Fujitsu Services
- e) Identify potential variations to the service as soon as known e.g. peak activity
- f) Process and communicate Advanced Product changes, in accordance with timescales in section 4.3, to Fujitsu Services ensuring, where necessary, that changes are submitted separately in units of release.
- g) Verify relevant Product and Branch changes and provide authorisation ready for release in accordance with section 9.6
- h) Ensure that the Post Office Ltd copy of reference documents, e.g. Reference Data Change Catalogue, is available to Post Office Ltd staff who require it

### **9.1.3 Files & Reference Data**

- a) Ensure the date contained in the Reference Data is in accordance with the required lead-times (see sections 5 and 6)
- b) Where possible, all Reference Data which should be applied as a unit, as defined by business rules or the OBC, should be supplied in a single file. Where this is not possible, subsequent files must be identifiable as the same unit of release.
- c) Recognise that the file is the unit of release and all changes within one file are constrained by the longest lead-time.
- d) Allocate unique Business Change Request number (Change Control Number).
- e) Ensure all required change information and data is submitted to Fujitsu Services e.g. menu hierarchy information, AP CTO/ADC packs etc.
- f) Ensure the accuracy and integrity of the change information and Reference Data provided to Fujitsu Services

### **9.1.4 APOP/ADC changes**

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- a) Provide advance notice of the introduction or changes to APOP/ADC services or transactions which result from new or changed Reference Data or incoming files to the APOP service which may affect the transaction flow or the content of outgoing client files
- b) Gain agreement from Fujitsu Services that such introductions or changes are acceptable to Fujitsu Services and will have no detrimental affect on the HNG-X systems (whether counters or other back-office functions) so far as can be determined from the information provided. Such information must describe the business purpose of and the proposed methods of implementing the change in ADC reference data and/or APOP meta data and/or file(s) passed over the EDG interface, these being the available physical means of changing existing ADC and APOP services and transactions. The information must provide a sufficient level of detail to enable Fujitsu Services to judge whether the proposed change is suitable for the OBC processes described in this document
- c) Accept full responsibility for any change which has been authorised by Post Office Ltd where such change modifies the behaviour of APOP or ADC service or transactions or outgoing client files where agreement from Fujitsu Services has not been sought or where Fujitsu Services has declined such agreement

## 9.2 Post Office Ltd - Reference Data Team

Post Office Ltd RDT shall, without limitation:

- a) Process and transmit basic Reference Data changes to Fujitsu Services over routes & timetables, as specified in the OLA RDS/OLA/001.
- b) Supply Reference Data to support advanced change in accordance with specified standards (see section 0.3).
- c) Allocate unique Business Change Request number (Change Control Number), using prefixes and suffixes as defined in CS/PRD/108, where necessary.
- d) Ensure that the content of any file is consistent with the change identifier, prefix and suffix.

## 9.3 Post Office Ltd Network Business Support Centre (NBSC)

NBSC shall, without limitation:

- a) Provide an interface to log Post Office Ltd Live incidents raised by Post Office Ltd or Fujitsu Services.
- b) Monitor, track and provide updates on Post Office Ltd Live incidents, to resolution.

## 9.4 Fujitsu Services responsibilities

Fujitsu Services shall, without limitation:

### 9.4.1 Administration and Control

- a) Appoint and communicate to Post Office Ltd the name of an owner for this Interface Agreement.



- b) Measure & report to RDORF the performance of Fujitsu Services processes carried out under this Interface Agreement.
- c) Participate in the Service Review process, to cover all aspects of the process and its operation, including the provision of a monthly OBC Reference Data Summary report which summarises activity for the previous month and the volume of change received over the previous year.
- d) Review the OBC process, documents and forms to identify and implement improvements jointly with Post Office Ltd.
- e) Maintain the details of the Fujitsu Services contacts relevant to these processes within the OBC Product Change contacts list in the OLAs RDS/OLA/001 and PON/OSG/OLA/001
- f) Ensure that all staff involved in the OBC process are aware of their role and responsibilities

## 9.4.2 Implementation

- a) Ensure Fujitsu Services staff and suppliers are aware of changes in time to make the appropriate preparations, where necessary
- b) Where appropriate, review the Postmaster communication/instructions and notify Post Office Ltd of any amendments reasonably required, before issue.
- c) Communicate issues and exception information to Post Office Ltd, as reasonably necessary to assist Post Office Ltd, to enable them to manage and control all their relevant change activity on the Post Office Ltd side of the change interface.
- d) Receive and progress Basic and Help Desk Reference Data change requests through the Reference Data change procedures
- e) Receive and progress advanced Reference Data change requests. These may be sent electronically by Post Office Ltd to the OBC Product Change Mailbox or via fallback routes (e.g. fax)
- f) Assess Advanced Product changes and identify and deliver the change services needed to satisfy specific changes
- g) Ensure that supporting Fujitsu Services processes are implemented to manage the delivery of change services
- h) Provide invoices for the completion of work, when appropriate (see section 10.6)
- i) Release correctly authorised changes to meet the Effective Date (see section 9.6)

## 9.4.3 Files & Reference Data

- a) Provide changed Reference Data, Verification and Comparison Reports for Product Changes in accordance with agreed procedures (see section 0.3)
- b) Provide Reference Data and RDMC reports for Advanced Branch Change

## 9.4.4 APOP/ADC changes

- a) Review all advance requests for new or amendments to APOP or ADC services or transactions and provide feedback in a timely manner

## 9.5 Help Desk

The Help Desk shall, without limitation:



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- a) Provide an interface to log Fujitsu Services Live incidents raised by Post Office Ltd or Fujitsu Services.
- b) Monitor, track and provide updates on Fujitsu Services Live incidents, to resolution.

## **9.6 Verification, authorisation & release**

Note: for details of the process (see section 3.3).

- 1) Post Office Ltd shall
  - Verify the OBC form before keying the Reference Data.
  - Use the MDM system built in validation rules on the Reference Data keyed in.
  - Verify the Reference Data once it has been keyed, before it is sent to Fujitsu Services.
- 2) Fujitsu Services shall
  - Check that all the Reference Data required for an OBC has been received.
  - Check that the contents of a file are appropriate for that file / change type.
  - Where appropriate, confirm that the Postmaster communication/instruction is appropriate
  - Raise any queries with Post Office Ltd relevant to the progression of an OBC
  - Produce a Verification and Comparison Report (where necessary) for changes delivered to the verification counters.
  - Where possible, confirm that the change works technically, before sending data and reports to Post Office Ltd for verification.
- 3) Post Office Ltd shall
  - Perform Authorisation
  - Gain the agreement of Fujitsu Services, where Post Office Ltd wish to release a change that contains a known deviation from the original intention (including an inappropriate communication).
  - Gain the agreement of Fujitsu Services that new or changes to APOP/ADC services or transactions are acceptable to Fujitsu Services
- 4) Fujitsu Services shall
  - Explain to Post Office Ltd's reasonable satisfaction any queries which Post Office Ltd have arising from the validations carried out, or, where the change is part of the technical implementation, accept responsibility for that element of the change.
  - Not unreasonably withhold its agreement to release changes which Post Office Ltd approve as acceptable deviations from the original intention
  - Release the Reference Data for authorised changes to the live system provided Post Office Ltd has complied with its obligations set out in section 9.6 paragraph 3

Note: certain changes are pre-authorised. When a pre-authorised change is received by Fujitsu Services, being identified by the correct naming as described in CS/PRD/108, the change will be released according to the prescribed schedule for such a change without any other form of authorisation.



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Each party accepts responsibility for those aspects of a change for which it has responsibility to test.

Post Office Ltd will accept full responsibility for the introduction of or any amendment to APOP or ADC services or transactions where Fujitsu Services has not been made aware in advance of the nature of the change or has been made aware and has not agreed that the change is acceptable to Fujitsu Services.

Business tests for the purpose of verifying changes to Reference Data are conducted by Post Office Ltd and are described in OSG/OPS/001. These tests include, where appropriate, review of Verification and Comparison Reports and the functional testing of Reference Data on test counters supplied by Fujitsu Services. Authorisation from Post Office Ltd to Fujitsu Services to release Reference Data is made on the basis of these tests.

## 10 Orders and exceptions

### 10.1 Release of Reference Data

The Agreed Release Date for each change shall be set on the following principles:

1. The date by which the Reference Data is required to be effective on the counters in the live estate is the "Effective Date"
2. Where the Authorisation Date is 10 days or less before the Effective Date the Agreed Release Date will be no later than the next Working Day following Authorisation.
3. For the avoidance of doubt, for Tight Timescale requests in accordance with paragraph 4.2.3.3 of this document, the Agreed Release Date shall be the same as the Authorisation Date.
4. Where the Authorisation Date is more than ten days before the Effective Date the Agreed Release Date will be no later than the first Working Day following the tenth day before the Effective Date
5. If there is more than one set of Reference Data which needs to be released at or about the same time and in the view of Fujitsu Services releasing all Authorised data would impose a risk on the delivery of some of that data, in order to achieve maximum distribution by the Effective Date:
  - a) the order in which Reference Data will be released will be based on business criticality of the Reference Data, as assessed by Post Office Ltd and by agreement with Fujitsu Services
  - b) a new Agreed Release Date will be agreed for any Reference Data changes which are delayed as a result of modifying the order of release of the changes

### 10.2 Orders

- The receipt in the CS Reference Data team mailbox of the OBC form is the confirmed request from Post Office Ltd to Fujitsu Services, for Advanced Product



- The receipt in an agreed mailbox of the OBC form is the confirmed request from Post Office Ltd to Fujitsu Services, for Advanced Branch Changes.
- The receipt of a Reference Data file containing only Basic (Class 1 or HD Reference Data) in the RDCC, is the confirmed request for change from Post Office Ltd to Fujitsu Services.
- The receipt of a correctly completed Authorisation Form from Post Office Ltd is the confirmed authorisation to release the change.
- The receipt of pre-authorised change files (e.g. Migration Special, Pure Basic, HD, branch change) clearly identified as such and containing that type of change, is the authorisation for release of the changes.
- Requests for non-OBC changes (i.e. those not defined in the RDCC), unless agreed by all parties in advance of any update to the RDCC, will not be accepted and need to be submitted as a formal (non-OBC) request to Fujitsu Services. However, the change request may also initiate an update to the RDCC so that new changes are introduced to the OBC process, where agreed. In many cases once a formal request has been approved the delivery mechanisms will be the same as, or similar to, those used for OBC.

## 10.3 Exceptions

Exceptions, e.g. to volumes or lead-times, will be processed using available resources without any guarantee of service delivery. Both Post Office Ltd and Fujitsu Services shall notify the other party when a request is recognised to be an exception.

Note: An agreed Deviation to the Service (e.g. Reference Data necessary for the implementation of a new system release such as Network Banking) is not an exception.

Post Office Ltd may wish to change the priority of an exceptional change so that it is given preference over normal changes. In this instance the agreed lead-times may be extended pro rata for displaced activities.

## 10.4 Errors

This section relates to errors for both Product and Branch Reference Data, where appropriate.

### 10.4.1 Recording Pre-Live Incidents

All observed errors will be recorded as pre-live incidents in accordance with the OLAs RDS/OLA/001 and PON/OSG/OLA/001. The change will be suspended awaiting corrective action, potentially delaying the achievement of that milestone for all changes affected by the error. For example, a file containing records that are rejected will not be processed until the rejected records are corrected and any other change which is in any way associated with the rejections may also be delayed. Where the achievement of a milestone is at risk, corrective action will be taken by the appropriate party or parties, by agreement, in order to achieve the final milestone, where possible.

A pre-live incident will be raised for late deliverables.

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If the Start Date or Effective Date contained within the Reference Data record is not future dated or is set to a date prior to the Required Date a pre-live incident may be raised i.e. the Start Date/Effective Date is either prior to the date on the OBC form, or is not consistent with the overall lead-times (see section 8.3).

If it is known that the final milestone will not be achieved, or an alert has been requested and the data is being released and will become active on the following day an Alert may be necessary as described in section 2.5.

Pre-live incidents are recorded on the Peak system used internally by Fujitsu Services Ltd. As some Peak's relate to work required by Post Office Ltd it is necessary for Post Office Ltd to have visibility of Peak data. Details of the passing of information between Fujitsu Services and Post Office Ltd are shown in Appendix B – Peak control between Fujitsu Services and Post Office Ltd.

## **10.4.2 Pre-live Incident Management**

Pre-live incidents necessitate additional activity by all parties and as such may have an impact on lead-times.

Appropriate steps shall always be taken to establish and eliminate the root cause. This will be monitored by the RDORF

## **10.5 Escalation**

Disagreements about the service e.g. whether a change is exceptional, will be raised, and wherever possible resolved, at the RDORF. If agreement cannot be reached at the RDORF, either party may invoke formal escalation mechanisms.

## **10.6 Charging**

- AP Client Take-On (including ADC and APOP) is charged as specified in the Agreement
- Deviations to the service will be charged as per the Commercial Terms.
- Invoices will be raised and paid in accordance with the Agreement.



## 11 Appendix A: Standard Changes - Details

Section 4.2.1 gives details of the hierarchy of changes which are Standard Changes. The complete list of changes applicable to each type can be found in the Reference Data Change Catalogue . Below is a representative sample of the changes for each type.

N.B. It should be noted that whilst a change may fall into a specific category if there is an associated change which falls into a different category with a longer lead time on which the first change is dependent, both changes will adopt the category of the second change.

### 11.1 Product Changes

#### 11.1.1 Basic - Pure

Increase product availability (non-core)  
Change clerk instructions

#### 11.1.2 Basic – High Risk

Change product price  
Revaluation  
Change min/max quantity/value  
Change whether voidable or reversible  
Change between existing methods of payment  
Change product names  
Cease Item Transaction Mode for a product  
Restart Item Transaction Mode for a product  
Change ability to print receipt

Add routing gateway (NWB/DCS)  
Change name only – in routing gateway (NWB/DCS)  
Change Bank name only - in Issuer Scheme (NWB/DCS)  
Add Banking Operation (when associated item already exists) (NWB/DCS)  
Change presentation sequence override only - in Banking Operation (NWB/DCS)  
Add method of entry (NWB/DCS)  
Change method of entry (NWB/DCS)  
Add IIN range for existing non Chip and Pin bank card (NWB/DCS)  
Change IIN range for existing non Chip and Pin bank card (NWB/DCS)

*[DN: Please see note regarding Chip and PIN in section 11.1.6]*



Add/Amend/Cease End of Session prompt (not button related)

Add/Amend/Cease Transaction Prompt

Disable/Enable End of Session prompts at specified branch(es)

Disable/Enable Transaction prompts at specified branch(es)

Update Postmaster's remuneration details

PAF monthly update

Note: the data centre activity for delivering the PAF update into the Live BRDB only occurs on Sundays. In order to minimise the delay in getting the monthly update into the Live service it is important that the update is received by SSC no later than midday on a Friday so that the release to Live can be achieved by the following Friday. If the update is not submitted to SSC by this time release may not be possible for a further week.

### 11.1.3 Advanced Simple

Non core product becomes core

Change use of additional fields

### 11.1.4 Advanced Standard

Change discount indicator (not used)

Change value to non-value stock

Change client name – non AP

Change calendar

Remove AP client

Change pick-list for existing product

Changes to Postal Services

Changes to Menu Hierarchy

### 11.1.5 Advanced Complex

Add new product - non value stock

Add new product - make value stock available to rem-in

(up to 6 weeks prior to it being made available for sale)

Change screen layout (Menu Hierarchy)

Change accounting node



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Add Item Transaction Mode with Item Transaction Mode Code

Change Picklist ordering:

Add/Change/Remove non-value stock product group ordering

Change non-value stock item ordering within product group

Add/Change/Remove advice notes product group ordering

Change advice notes item ordering within product group

## 11.1.6 Advanced Complex Extended

Changes to reports text fields or content which can be achieved directly using Fujitsu Services Reference Data.

Note: The majority of changes to HNG-X reports and receipts, with the exception of ADC receipts, can only be achieved by code changes and are therefore subject to a Change Request. This mechanism within the OBC processes is limited to those changes which can be made through Reference Data only and requests for such changes not currently listed in the Reference Data Change Catalogue must be confirmed with Fujitsu Services prior to raising the OBC. As changes of this nature are identified they will be added to the Reference Data Change Catalogue.

Network Banking and Debit Card Service changes other than those listed in Basic High Risk.

Change routing gateway – physical (name only change is categorised as HR)

Add Issuer Scheme

Change Issuer Scheme (change to Bank name only is categorised as HR)

Add Banking Operation (when associated item does not exist)

Add NWB Card

Change NWB Card

Add NWB Token Element

Change NWB Token Element

Add IIN range for existing bank card (NWB/DCS)

Change IIN range for existing bank card (NWB/DCS)

Note: The introduction of all Network Banking entities and amendments to them, with the exception of those noted in Basic – High Risk, will be Advanced Complex Extended. It should be noted that in the future additional checking of Network Banking Reference Data may be deemed to be necessary, in a similar fashion to that currently used for AP, in which case lead-times will need further consideration.



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The introduction of Chip and PIN functionality means that changes of IIN for Chip and PIN cards now fall into this category due to the fact that IIN data is also held in the PIN Pad and amendments to PIN Pad data require action from Fujitsu Services. Any other changes to data held in the PIN Pad will also fall into this category.

## 11.2 Branch Changes

### 11.2.1 HelpDesk (HD)

Low risk changes to branch details – e.g. telephone number

### 11.2.2 Advanced

Higher risk changes to branch details e.g.

- Opening times (no physical changes to branch)
- Refurbishments, branch opening/closure, relocations (physical activity required and therefore Reference Data needs to be dovetailed with this activity)



## 12 Appendix B – Peak control between Fujitsu Services and Post Office Ltd

Please note that the Peak system has replaced the previous system called PinICL however the two names are often used interchangeably.

This section describes the agreed mechanisms for passing Peaks from the Fujitsu Services Peak system to Post Office Ltd and entering responses from Post Office Ltd into the Peak system. The passing of data between the organisations is necessary because Post Office Ltd do not have direct access to the Peak system.

The interface for all Peaks relating to Reference Data for both the Live service and data provided by Post Office Ltd to support new facilities required by Change Request is the Fujitsu Services SSC.

All Peak's which need to go to Post Office Ltd will be routed (Peak term) to the SSC team for onward transmission (in practice the largest number of Peaks destined for Post Office Ltd are raised by SSC).

When SSC receive a Peak to be sent onwards the Peak is routed to the appropriate Post Office Ltd team. In Peak terms these teams are:

POCLRefDataRDO	[issues arising from MDM system or POLRDT (Chesterfield) keying]
POCLRefDataOSG	[issues arising from EPOSS data]
POCL-LRDP	[issues arising during Live Reference Data Proving]
POCL-Test-Data	[issues arising with data provided specifically for testing]

Please note that these identities were created when the Post Office Ltd name was POCL and the teams were as described by the names. Whilst the company name and the individual team names have changed the use of these Peak names will not be changed as they are for routing purposes only.

Once the Peak has been routed within the Peak system itself SSC will create an e-mail and copy in the contents of the Peak on to the e-mail. The subject line in the e-mail must contain the word 'Peak' and the number of the Peak for ease of recognition.

On a periodic basis (at least monthly) SSC will provide a listing of outstanding Peak's to all interested parties. RDORF monitors Peak trends and Peaks outstanding to ensure that issues are addressed in a timely fashion.

Post Office Ltd must always explicitly respond to the Peak and not rely on the delivery of any data to be the notification of an update to the Peak.



When SSC receive the explicit response, the Peak will be updated, in most cases by copying the data in the e-mail into the Peak system. If the response indicates that no further action will be undertaken by Post Office Ltd the Peak will be routed to the originating team. SSC will advise the originator of the response that the Peak has been removed from the POCL stack.

Under some circumstances a Peak may be necessary to show that a problem has occurred but where no further action is required from Post Office Ltd e.g. where a file has been sent to RDMC twice. In order to record that the problem occurred SSC will create a Peak, route it to the relevant Post Office Ltd team and immediately route it back to SSC and, in most cases, close the Peak. A copy of the Peak will be sent to the relevant team in Post Office Ltd.

## 13 Appendix C – Reports and Receipts documentation

With the introduction of HNG-X the original single CCD DES/GEN/SPE/0004, which held information on all Reports and Receipts was split into 4 parts, DES/GEN/SPE/008 – HNG-X Branch and Counter Reports, DES/GEN/SPE/0009 – HNG-X Receipts, Slips and Labels, DES/GEN/SPE/0010 – HNG-X Banking, Debit Card and ETopUp Receipts and Texts and DES/GEN/SPE/0011 – HNG-X AP and ADC Receipts. The last two of those documents (DES/GEN/SPE/0010 and DES/GEN/SPE/0011) are no longer CCDs because the majority of changes that occur within them are as a direct result of business as usual changes managed by this Interface Agreement.

Because the rate of change can be very variable, the documents are not always issued for review and approval for each individual change however it is also essential that the people who need to use them to make change have the latest working version available to them.

The process for update will therefore be:

- for each amendment, or group of amendments to either document a new draft version will be produced and lodged in the FJS Dimensions system. For information purposes a copy of this version will also be circulated to an agreed list of recipients. This will include the Post Office Reference Data Team in Bracknell and therefore anyone in Post Office who requires visibility of the latest version should ensure that they contact this team.
- when the number of draft versions becomes excessive (e.g. 9) or no further amendments are expected for the anticipated period required to gain sign off of the updated document, the document will be sent out for formal review.